



Jefferson County Child Support Agency 2009 Annual Report To The Jefferson County Board of Supervisors



Jefferson County Child Support Agency Mission Statement

The general purpose and mission of the Child Support Enforcement Program is derived from Title IV-D of the Social Security Act:

To Enhance the well-being of children by assuring that assistance in obtaining support, including financial and medical, is available to children through locating parents, establishing paternity, establishing support obligations, and monitoring and enforcing those obligations.

The Jefferson County Child Support Agency achieves the purpose of Title IV-D of the Social Security Act, the interest of Jefferson County, and the interests of the State of Wisconsin by striving to do the following:

Provide services in a fair, consistent and non-discriminatory manner.

Build relationships and partnerships with the courts, the community and ancillary service agencies to promote the purpose of our program.

Dedicate ourselves to a team effort that improves the health and well-being of the children who trust us to advocate with creativity and passion on their behalf.

Child Support Agency Program Summary

Under contract with the Department of Children and Families (DCF), the Jefferson County Child Support Agency provides services to establish paternity and establish and enforce child support and health insurance. Some of the services provided by the Agency:

- Establish paternity on behalf of children whose parents are not married to each other at the time of child's birth
- Establish court orders requiring parents to pay child support and to provide health care coverage for their child(ren)
- Locate absent parents and assets as necessary to establish, enforce and collect child support and health insurance obligations
- Enforce child support and health insurance orders. Take administrative, civil, interstate and criminal actions necessary to collect court ordered support.

2009 Program Funding

The Child Support Agency is funded with a combination of federal, state and county dollars. Federal administrative cost reimbursement is the principal funding for the Agency. The federal reimbursement rate

for administrative costs is 66%. In addition to the administrative cost reimbursement, the Agency also receives performance incentives based on four performance measures. The performance incentives are partially contingent upon the Agency meeting these measures. In 2009, Wisconsin's high unemployment rate was an obstacle working against the Agency's collection efforts. However, at the end of 2009, final performance incentive funding received by the Agency was \$261.00 more than the initial \$111,723.00 contract amount even with the high unemployment rate.

<u>Measure</u>	<u>Agency Target</u>	<u>FFY 2009 Agency Final</u>	<u>State FFY 2009 Final</u>
Court Order Establishment	80%	93.10%	83.97%
Paternity Establishment	90%	110.17%	99.88%
Current Support Collections	78.41% or 80%	78.10%	70.59%
Arrears Cases with Collections	Waiver – 100% funding	77.49%	61.78%

The Agency collects various costs and fees from case participants as another revenue source. Revenue from these sources was down in 2009 from the prior year, again, mostly due to the high unemployment rate.

<u>Other Revenue Sources</u>	<u>2008</u>	<u>2009</u>
Medical Support Liability (15% of birth expense collections)	\$34,830.01	\$27,448.74
Extradition Reimbursement	\$ 4,746.68	\$ 2,715.98
CS Program Fees (service fees, genetic test fees, BVS fee, payment record fees, application fees)	\$25,066.32	\$25,776.26
	\$64,643.01	\$55,940.98

During 2009, other county departments provided child support enforcement related services to assist the Child Support Agency in providing mandated services. The other cooperative agencies were the Family Court Commissioner, the Sheriff's Department, the Clerk of Court and the District Attorney's office. Through cooperative agreements with these departments, the county received reimbursement of administrative costs incurred for child support activities in the amount of \$88,059.27 (\$86,744.25 in 2008).

In addition to the usual funding sources, the Agency was fortunate to receive ARRA (American Recovery and Reinvestment Act) incentives in the amount of \$32,803 for the period of October 1, 2008 through September 30, 2009 and \$29,328.00 for the period of October 1, 2009 through September 30, 2009. These incentives may be used to draw down federal match for a total allocation of \$182,737.82. The Agency was very fortunate to receive this funding at a time when budgets were tight. The Agency was able to make very good use of these funds. Some of the major uses of the funds have been, funding the Agency part-time attorney an additional 13 hours per week. This additional time has allowed our agency to provide more direct assistance to pro-se (do-it-yourself) participants. Over \$31,000 in new computer equipment was purchased, allowing the Agency's slightly used computer equipment to be given to other county departments, whose 2009-10 budgets had not allowed for such computer purchases. The ARRA funds have also been used for training, office furniture and a partial contribution toward the Agency's MIS allocation.

The Sheriff's Department has been working on a special project to perform extra locate and enforcement of child support related warrants for which \$17,161 of the ARRA funds have been designated. Another \$76,800 will be used to contract with ACS for a call center that went into effect January 3, 2010.

2009 Program Services Highlights

- ❖ Agency successfully provided full services to 3751 cases (I-VD), an increase of 106 cases since December 31, 2008 and provided partial services to an additional 1,228 (NIVD) cases.
 - Services were successfully provided as a direct result of the very knowledgeable and dedicated Agency staff. Agency staff has approximately *146 accumulative years of child support knowledge and experience* which they were able to use to successfully serve case participants.
- ❖ \$13,570,509.64 total collections for all Jefferson County cases (IV-D and NIVD); 4.7% reduction in total collections compared to 2008. The downturn in the economy directly affected 2009 collections.
 - \$1,229,365.83 total collections from unemployment compensation; *135% increase* compared to 2008
 - \$9,529,442.16 total collections by income assignment; *10% reduction* in collections compared to 2008
- ❖ As of December 31, 2009, 1,090 fully enforceable administrative liens on the Wisconsin Administrative Lien Docket, representing \$6,812,263.64 in past due child support and other lien eligible debts.
 - \$15,711.86 collected in 2009 through license suspensions, vehicle lien releases, unclaimed funds, passport denials, pension lump sum seizures and bank account seizure
 - Total lien docket collections (2001-2009), \$579,196.54
- ❖ Downturn in the economy created an increased need to assist case participants to promptly modify their child support orders in response to their rapidly changing employment status. In June 2009, the Agency expanded services to pro-se participants. On Fridays from 8:00 to 4:00, the Agency has been providing assistance to pro-se case participants filing motions or stipulations to modify support or health insurance.
- ❖ Kiosk (public access computer) in the lobby of Agency was made available for public use in late 2008 for case participants to access their child support financial records on-line, change their address and phone number on-line and print payment histories and pro-se forms. In early 2009, a faster printer was added to the Kiosk to allow case participants to print documents free of charge. During 2009, this service was often used by the large number of unemployed child support payers.
- ❖ In August 2009, the Agency transitioned to using laptops in court hearings. At this time approximately 50% of the court orders are produced, printed, signed by the Family Court Commissioner and served on the case parties at the hearing. Service of the order(s) at the hearings reduces service fees, reduces staff time spent processing orders after the hearings and provides parties copies of important initial placement, custody and child support orders. This new process increases compliance of court orders. The Agency will continue to work towards increasing the number of orders created in the courtroom.
- ❖ Expanded on-line services, adding forms, documents and various web-links to Agency website for easier access and convenience of case parties.
- ❖ New streamlined scheduling of contempt hearings started in May 2009. This new process enabled the Agency to reduce the overall number of hearings down from 1209 in 2008 to 1156 in 2009.

- ❖ Elaine E. Richmond, the Agency Director for 20 years retired in 2009. The Agency Director position was modified to a non-legal position and filled by Stacey Schuck. The 1.5 attorneys who perform the work for the Agency were reclassified to Assistant Corporation Counsels.

2010 Program Service Goals

- ❖ Successful transition to Tri-county call center, while providing the same level of customer service previously provided by Agency staff.
- ❖ Use all available Agency resources to provide mandated services to case participants while striving to meet Agency performance measures to earn maximum Agency funding.
- ❖ Earn maximum amount of available health insurance performance funding available January 1, 2010 through September 30, 2010.
- ❖ Continue Agency transition to paperless filing system, moving forward with scanning Agency closed files to save on storage space.

Child Support Agency Staff

Stacey Schuck, Child Support Agency Director
 Carolyn Swart, Financial Specialist
 Kristie Dorn, Financial Specialist
 Dale Talamantes, Customer Service
 Laura Danielson, Legal Assistant
 Denise Skelly, Legal Assistant

Kathie Orval, Child Support Specialist
 Maria Maruna, Child Support Specialist
 Jennifer Zink, Child Support Specialist
 Tammy Tomczak, Child Support Specialist
 *Thomas Antholine, Asst. Corporation Counsel
 *Robert Dehring, Asst. Corporation Counsel

**Part of Corporation Counsel Organizational Chart*

Respectfully Submitted,

Stacey Schuck
 Child Support Agency Director

